



## Customer Service Catalog

This catalog consists of twenty-two (22) courses that are available for all learners. All courses in the Customer Service Catalog are open for self-enrollment in ELM.

- You can locate these courses by logging into ELM ([www.in.gov/spd/instep](http://www.in.gov/spd/instep)) and then follow the navigation: **ELM/Main Menu/Self-Service/Learning/Browse/SPD/BLR Training Catalog/BLR Customer Service**

Course Code	Customer Service Catalog	Course Description	Course Length
BLR_0088	Business Writing for Employees	The ability to write effectively is a skill every employee needs to possess. This online employment training course is designed to review important writing techniques that can help employees make the most of their business communications. At the end of this training session trainees will be able to identify the characteristics of good business writing, use words for maximum impact, develop efficient sentences and paragraphs, and write more effective business communications.	23 min
BLR_0009	Coaching for Superior Employee Performance-- Techniques for Supervisors	The main objective of this session is to discuss coaching and why it is an important part of your job. By the time the session is over, you should be able to recognize the benefits of coaching, identify the role of the coach, understand the techniques involved in successful coaching, and use coaching effectively to improve employee performance and help employees grow and develop.	27 min
BLR_0089	Conflict Resolution for Employees	Whether it's at work, at home, with friends or neighbors, disagreements between people happen. When they do, you need to be able to manage and resolve conflicts successfully to achieve the best outcome for you and for those with who you are in conflict. During this session we're going to show you some basic conflict resolution skills and techniques you can use to manage the conflicts in your workplace more effectively.	24 min
BLR_0090	Connecting with Customers	The objective of this online employment training course is to focus on how to connect with customers. At the end of the training session employees will be able to understand the importance of connecting with customers, identify effective methods for making good connections, and communicate well to ensure successful connection with customers.	21 min
BLR_0091	Customer Service - How to Promote Excellent Service Among Your Staff	The objective of this online training course is to prepare supervisors to train and encourage their employees to provide the highest level of service to all customers. At the end of this training session supervisors will understand what customers expect from their employees, be able to create a customer-oriented focus in their department, and train employees to deal effectively with customers' problems, and improve overall customer satisfaction.	23 min

BLR_0010	Customer Service Skills--How We Can All Improve	The objective of this online training course is to prepare supervisors to train and encourage their employees to provide the highest level of service to all customers. At the end of this training session supervisors will understand what customers expect from their employees, be able to create a customer-oriented focus in their department, and train employees to deal effectively with customers' problems, and improve overall customer satisfaction.	23 min
BLR_0092	E-mail Best Practices for All Employees	The objective of this online employment training course is help trainees make the most efficient use of electronic correspondence. At the end of this training session trainees will be able to understand our e-mail policy, manage e-mail volume and storage effectively, present a professional image in e-mail, produce clear, concise messages, and reply efficiently to incoming mail.	24 min
BLR_0017	Effective Communication for Employees	The objective of this training session is to teach you the basics of effective workplace communication. At the end of the training session, you will be able to understand the benefits of effective workplace communication, recognize obstacles to effective communication, enhance your communication skills, and communicate more effectively on the job.	20 min
BLR_0093	Handling Customer Complaints	Effective complaint handling is one of the most important aspects of providing excellent service. The objective of this online training course is to help trainees handle customer complaints successfully. At the end of this training session trainees will be able to view customer complaints as opportunities and identify problems that prompt complaints.	20 min
BLR_0094	How to Maintain Customer Loyalty	The objective of this online training course is to help customer service representatives understand the importance of customer loyalty and discover ways that they can promote it. At the end of this training session trainees will be able to recognize the value of loyal customers, understand how to build and maintain loyalty, identify and meet customer expectations, and provide superior service that generates loyalty.	17 min
BLR_0031	How to Manage Time Wisely - A Guide for Employees	This session will focus on practical techniques and information that you can start using right away to gain more control over your busy work schedule. It will cover everything from eliminating time wasters to planning your workday to making time-wise decisions. The bonus of this training session is that everything you learn today about time management on the job can easily be applied to managing your personal life more efficiently as well.	28 min
BLR_0095	Identifying Customers' Needs	The objective of this online employment training course is help trainees identify and meet customers' needs, an important step in creating loyal customers. At the end of this training session trainees will be able to recognize the importance of correctly identifying customers' needs, ask the right questions to accurately identify needs, identify and take advantage of cross-selling opportunities, and present products, services, and solutions that meet customers' needs.	20 min

BLR_0096	Maintaining a Positive Attitude	The main objective of this online training course is to suggest ways representatives can maintain a positive attitude to improve the customer experience. At the end of this training session, trainees will be able to recognize the value of a positive attitude, understand how to maintain a positive attitude, cooperate with co-workers to create positive experiences for customers, and demonstrate a positive attitude every day on the job.	19 min
BLR_0097	Making Customers Feel Special	Everyone likes to feel special. People like to feel that others value them and think they are important. But making customers feel special involves more than just professional, courteous service. As important as that is, it's just not enough to really connect with customers and make them feel that we make that extra effort just for them, because they really are very important to us. When customers get that feeling from doing business with us, they want to come back and deal with us again so that they can feel that way again.	21 min
BLR_0038	Motivating Employees--Tips and Tactics for Supervisors	The main objective of this session is to provide you with tips and tactics to motivate your employees to perform at their best. By the time this session is over, you should be able to recognize that motivators vary from person to person, find out what motivates your employees, use an effective arsenal of motivational techniques to help workers achieve peak performance, and encourage employees to reach their highest potential.	21 min
BLR_0098	Phone Skills	The main objective of this online employment training course is to cover the basic phone skills needed to be a successful customer service representative. At the end of this training session, trainees will be able to answer the phone professionally and effectively, handle transfers and holds successfully, make the most of opportunities to call customers, and take phone orders accurately and efficiently.	25 min
BLR_0099	Problem Solving for Employees	Recognize the importance of problem solving, understand the positive impact of input, identify problem-solving steps, and use effective problem-solving techniques.	28 min
BLR_0056	Stress Management	The main objective of this session is to help you better manage the stress in your life. By the time this session is over, you should be able to identify the causes of stress, recognize the different types of stress, understand how stress affects you, and manage stress effectively.	25 min
BLR_0059	Teambuilding for All Employees	The main objective of this training session is to explain how we can build strong, effective teams in our organization. By the time this session is over, you should be able to recognize the value of teamwork, identify the characteristics of an effective team, understand the qualities of a productive team member, and help build successful teams to achieve important goals.	19 min
BLR_0100	The Power of Listening	The objective of this online training course is to give representatives the basic skills they need to become good listeners. At the end of this training session, trainees will be able to understand the benefits of active listening; identify	21 min

		feelings, attitudes, and unspoken needs underlying customers' words; overcome listening obstacles; and use listening skills to meet and exceed customer expectations.	
BLR_0062	Time Management Skills for Employees	This training presentation will help you gain control over your time so that you can work more efficiently and productively. At the end of the training session, you will be able to identify and eliminate your time wasters; plan and prioritize effectively; define goals and make time-wise decisions; capitalize on prime and commuting time; avoid procrastination; and handle communications, interruptions, and emergencies effectively.	19 min
BLR_0101	Turning Satisfied Customers into Repeat Customers	The objective of this online employment training course is to emphasize the importance of repeat customers and suggest ways to build long-lasting relationships with clients. At the end of this training session, trainees will be able to describe repeat customers, identify what makes them come back, understand their importance, and employ strategies that turn satisfied customers into repeat customers.	20 min